

Date: Sun, 14 Mar 93 12:31:35 PST  
From: Info-Hams Mailing List and Newsgroup <info-hams@ucsd.edu>  
Errors-To: Info-Hams-Errors@UCSD.Edu  
Reply-To: Info-Hams@UCSD.Edu  
Precedence: Bulk  
Subject: Info-Hams Digest V93 #319  
To: Info-Hams

Info-Hams Digest                      Sun, 14 Mar 93                      Volume 93 : Issue    319

Today's Topics:

                    75 ohm hardline, how to use?  
                    Best 2M HT Antenna?  
                    RACES Bulletin #265  
                    TH-26AT vs. HTX-202 recommendations  
                    VHF Car Antenna: Update  
                    VK2WI Weekly News, 14th March 1993  
                    Wanted: Do it yourself 28 MHz TRX instructions

Send Replies or notes for publication to: <Info-Hams@UCSD.Edu>  
Send subscription requests to: <Info-Hams-REQUEST@UCSD.Edu>  
Problems you can't solve otherwise to brian@ucsd.edu.

Archives of past issues of the Info-Hams Digest are available  
(by FTP only) from UCSD.Edu in directory "mailarchives/info-hams".

We trust that readers are intelligent enough to realize that all text  
herein consists of personal comments and does not represent the official  
policies or positions of any party. Your mileage may vary. So there.

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Date: Sun, 14 Mar 1993 01:34:38 EST  
From: sdd.hp.com!zaphod.mps.ohio-state.edu!howland.reston.ans.net!gatech!psuvax1!  
psuvm!pts102@network.UCSD.EDU  
Subject: 75 ohm hardline, how to use?  
To: info-hams@ucsd.edu

The Penn State Amateur Radio Club (K3CR) is in the process of assembling a  
VHF/UHF station, primarily for satellite use. We have the rig (Yaesu FT-736R),  
crossed Yagis for 2m and 400, and a pair of rotors; all we need is feedline.  
A local cable TV company has offered to give us some leftover 75 ohm hardline,  
which we would like to use if at all possible. Even if we have to spend some  
money to adapt the hardline to our 50 ohm system, it would still be preferable  
to buying new cable (We are looking at a run of 100 feet each for 2m and 440). o

My question is:

How do we adapt the 75 ohm coax to our 50 ohm antennas and rig?

This is what we have come up with so far:

- a) We will have to buy 75 ohm connectors (probably N) for the hardline, so any adapter must be physically compatible with these connectors.
- b) Any loss involved should be better than the loss of the best 50 ohm coax that we could buy with the money we spend on our matching system.

Our options include:

- Use the coax as-is. This would give us a built-in 1.5:1 impedance mismatch, and we would still have the physical connector mismatch.
- Tune the antenna matching arms to 75 ohms. We would have to re-tune four T-fed Yagis, and replace the phasing sections with 75 ohm coax. This has a high tedious-work factor and a formidable screw-up factor, and it doesn't solve the mismatches at the rig.
- Use transformers. ZD Engineering (73, November 1992, P. 27) sells units for various hardlines at \$34.95/pair. What puzzles me is that they are sold by frequency; does this mean that they are frequency sensitive, with a center frequency and poor performance on band edges? Also, there was an article a few years ago in 73 on building such a transformer.

Any experiences or advice would be extremely helpful. We would like to get started on this as soon as the weather improves, that is if the Blizzard of 1993 doesn't bring down our tower. I will post a summary if I get any response, and also when we make a decision.

73,

Pat NY3X

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Patrick T. Saxton, NY3X Penn State University, Dept. of Electrical Engineering  
pts102@psuvm.psu.edu pts@ecl.psu.edu packet: w3ya

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Date: 14 Mar 93 19:42:11 GMT

From: sdd.hp.com!zaphod.mps.ohio-state.edu!magnus.acs.ohio-state.edu!csn!copper!  
mercury.cair.du.edu!diana.cair.du.edu!elesatz@network.UCSD.EDU

Subject: Best 2M HT Antenna?

To: info-hams@ucsd.edu

I'm using a 2M HT with the standard rubber duck antenna (+-4") and while I don't have many problems hitting repeaters, I was looking for an antenna that would help clean up my signal. Preferably something that would work well from trouble spots such as steel buildings or ground floors of densely populated areas. Portability is definitely a plus. I'm not looking for a base or mobile antenna.

Thanks in advance!

Eric

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|__Eric LeSatz__NOUVD_____[ ]{}__I've got seven in the clip and one_____|  
|__elesatz@diana.cair.du.edu_____[ ]{}__in the chamber. Will that be enough??_____|  
|__lesatz@phakt.usc.edu_____[ ]{}__If it ain't, I'm in BIG trouble!!_____|  
|_____[ ]{}_____|  
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Date: 14 Mar 93 20:27:03 GMT  
From: news-mail-gateway@ucsd.edu  
Subject: RACES Bulletin #265  
To: info-hams@ucsd.edu

Bid : \$RACESBUL.265

INFO: ALL RACES OPERATORS IN CA (ALLCA: OFFICIAL)  
ALL AMATEURS U.S. (@ USA: INFORMATION)  
FROM: AUXILIARY RADIO SERVICE  
CA STATE OFFICE OF EMERGENCY SERVICES (W6HIR @ WA6NWE.CA) 2800  
Meadowview Rd., Sacramento, CA 95832 (916)262-1603  
Landline BBS (FIDO) open to all: (916) 262-1657  
RACESBUL.265 DATE: March 15, 1993  
SUBJECT: MGT - What officials need to know

Here are some observations made by Ron Hashiro, a data processing officer for the First Hawaiian Bank in Honolulu, following Hurricane Iniki:

In as instant, the media and the public became very interested in Amateur Radio. But the Amateurs were so completely involved in their relief work that, consequently, they were not totally prepared during media interviews to present Amateur Radio in a concise but meaningful fashion.

The key to a successful recovery operation is establishing relationships with officials in local government, hospitals, and similar public service agencies \*before\* disaster strikes. Amateurs need to educate these officials on how Amateur Radio operators can and will participate by being integrated into existing disaster preparation and relief efforts.

And officials need to understand that Amateurs in their communities have already invested thousands of dollars in equipment to engage in daily radio communications and that by establishing working relationships they can tap that ready resource with little or no outlay on their part.

Amateur Radio is reliable in emergencies because the hams in the affected areas can establish themselves quickly, knowing that others are waiting to pitch in and help out.

Faced with tight budgets, officials welcome the comfort of

additional means of disaster communications.  
[From the February 1993 issue of "QST" magazine]

EOF

"Voice communication was the most flexible means of sharing a radio channel between several agencies, but the hard-copy packet messages proved most effective in directing operations."

---Ron Hashiro, KH6JCA, following Hurricane Iniki

EOF

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RACES Bulletins are archived on the Internet at ucsd.edu in hamradio/races and can be retrieved using FTP.

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Date: Sun, 14 Mar 1993 17:09:40 GMT  
From: usc!cs.utexas.edu!hermes.chpc.utexas.edu!news.utdallas.edu!corpgate!bnrgate!bcars6a8!bcarh13d!sami@network.UCSD.EDU  
Subject: TH-26AT vs. HTX-202 recommendations  
To: info-hams@ucsd.edu

I'm considering either the TH-26AT or HTX-202 HTs. I'd appreciate the pros/cons of each from owners of these. Thanks.

--

Sami Boulos	Bell-Northern Research	TEL: (613) 765-2108
	P.O. Box 3511, Stn. C	FAX: (613) 765-2854
sami@bnr.ca	Ottawa, Ontario Canada K1Y 4H7	#include <disclaimer.h>

-----  
Date: Sun, 14 Mar 1993 16:56:20 GMT  
From: sdd.hp.com!spool.mu.edu!torn!csd.unb.ca!UNBVM1.CSD.UNB.CA@network.UCSD.EDU  
Subject: VHF Car Antenna: Update  
To: info-hams@ucsd.edu

Hi,

Thanks to all who replied to my initial message. With all theses messages, and a few phone calls, I've decided to go with a glass-mount antenna. And I also need something short, so that the car will fit in the garage.

I called up a few places, and the only 2m/70cm glass mount antenna that I could find was one by Larsen. It seems to be a good antenna, BUT it's 36 inches, and that's too long for me.

Since I rarely use UHF in my car, (there aren't many UHF repeaters

around here) I will probably go with a VHF antenna.

Now, does anyone have any good/bad experiences on a particular model,  
or any suggestions on a VHF glass mount antenna for a HT at ~ 2 watts.

Thanks in advance for your help...

Thanks,

Paul Cormier  
VE1POL

```

// .....
| Y6HJ@unb.ca <or> Y6HJ@jupiter.sun.csd.unb.ca |
| FidoNet: (1:255/20) Data: (506)735-3831 [v32b] |
| .....

```

-----  
Date: Sun, 14 Mar 93 10:31:32 GMT  
From: sdd.hp.com!zaphod.mps.ohio-state.edu!darwin.sura.net!sgiblab!munnnari.oz.au!  
metro!ipso!runxtsa!richardm@network.UCSD.EDU  
Subject: VK2WI Weekly News, 14th March 1993  
To: info-hams@ucsd.edu

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## VK2WI Weekly News Bulletin

for

14th March 1993

### THE MAJOR NEWS ITEMS THIS WEEK

Silent Key  
Changes to VK2WI Transmissions  
Ron Wilkinson Award Winner  
Repeater News  
Magazine Roundup

### SILENT KEY

We regret to start this bulletin with news of a Silent Key.

We've been advised that Russell King, who held the callsigns VK2ARR and VK2JS, passed away some weeks ago.

We extend our sympathies to Russell's wife Margaret, his family, and friends in Amateur Radio.

Vale Russell King VK2ARR/VK2JS.

#### DIVISIONAL NEWS

The VK2 Divisional AGM has been put back to Sunday, 9th May. Please note the new date in your diary (the date in the current issue of "Amateur Radio" is now incorrect). Your Council nominations and agenda items must reach the Parramatta office by 2pm this Wednesday.

The Hunter Branch Radio Group has deferred its AGM by a few days, because the usual venue was unavailable on the original date. The meeting will now take place this Friday, 19th March.

#### CHANGES TO WIA TRANSMISSION SCHEDULE

Our 12 metre band service has been taken off air until further notice. In its place, we will be testing a new service on the 15 metre band, on a frequency of 21.170 MHz. We would welcome listener's comments on this transmission during the callbacks.

In recent weeks, our morning coverage on HF has been poor. With the declining sunspot cycle, however, it's been indicated that 80 metres is providing some good coverage. Currently, no morning callbacks are conducted on 80 metres, so we'd like you to indicate during the HF callbacks today if you'd like the reintroduction of 80 metre callbacks after the morning broadcast. The 80 metre band might come into its own during the coming winter.

#### NEW MEMBERS

The last crop of new members made it in for the draw, when they joined the NSW Division at the Wyong Field Day two

weeks ago. The new recruits are:

A. S. Alford VK2ASZ  
David Barry  
Richard Benfatto VK2CRB  
A. Brucesmith VK2AD  
Barry Croker VK2DBA  
Ron Cooke VK2MMR  
Harry Dyer VK2TB0  
Gordon Faulkner VK2TAC  
Alaric Havyatt VK2AZ0  
Marjorie Jackson VK2AMJ  
Peter Jeremy VK2PJ  
Bradley Latta  
G. A. McGilvray  
Adrian Mueller VK2MEC  
David Nurse  
Sam Reisenfeld VK2FPJ  
Paul Thompson VK2TPP  
Dennis Williams VK2XDW

Please join us in welcoming these new members to the oldest division of the oldest Amateur Radio Society in the world. And good luck to all of you who are in the draw for the Kenwood transceivers. Roger Harrison VK2ZTB, who organised the membership promotion, will advise us when the draw will take place.

#### RON WILKINSON AWARD WINNER

The annual Ron Wilkinson Award for 1992 has been given to Gordon MacDonald VK2ZAB of Berowra Heights, Sydney, for his achievements in Amateur Radio.

Gordon has been a long-time pioneer in terrestrial weak-signal DX communications on VHF and UHF, especially using what is known as "aircraft enhancement" propagation.

For some 10 years, he has kept regular skeds on VHF and UHF, with stations in Canberra, Melbourne, Brisbane, and elsewhere, using the signal enhancement afforded by high flying passenger aircraft passing through the area midway between the two stations.

Over the years, Gordon has developed the mode from an experimental "hit-or-miss" affair to a routine method of

working VHF and UHF DX, over paths long considered to be impossible using terrestrial propagation.

He has done much to publicise his work, by writing articles in the WIA journal "Amateur Radio", by presenting lectures at seminars, club meetings, and field days, and always freely sharing his knowledge in the true spirit of Amateur Radio.

Thanks to Gordon, "aircraft enhancement" is now used by many amateurs throughout southeastern Australia, especially on weekend mornings. The mode is more regularly exploited here than anywhere else in the world. Well done, Gordon!

#### SPACE SHUTTLE UPDATE

The latest news we have on Shuttle mission STS-55 is that the launch has been delayed until at least this Friday. More up-to-date flight information should become available on packet this week, from Gil Carman WA5NOM and Ron Parise WA4SIR.

This flight will carry five licensed Amateurs, and SAREX Configuration C will be in use, i.e. 2m FM voice and packet operations. The voice callsign for the mission will be N5RAW; and on packet radio, look out for W5RRR-1.

The astronauts will use their usual downlink frequency of 145.55 MHz for both voice and packet. On voice, they will listen on some or all of the following frequencies: 144.91, 144.93, 144.95, 144.97 and 144.99 MHz. On packet, they will listen on 144.49 MHz.

PLEASE DO NOT OPERATE SIMPLEX ON THE DOWNLINK FREQUENCY OF 145.55 MHZ! The astronauts won't hear you, and you'll only annoy the other users.

-- info from AMSAT NEWS SERVICE BULLETIN 030.01

#### REPEATER NEWS

Now, some repeater updates from NTAC, the New South Wales Technical Advisory Committee of the WIA:



Tamworth Radio Club wishes to relocate its repeater, VK2RMO, from Mount Moonbi near Tamworth to Castle Top Mountain near Narrabri.

The North Shore Radio Club is looking to establish a 70cm repeater.

Now that TV channel 35 is now longer available, the Newcastle ATV & UHF Club wishes to re-channel their ATV repeater, VK2RTN at the New Lambton, to 1250 MHz FM input and 444.25 MHz VSB output.

Walcha ARC is adding extra packet and link channels to their systems.

#### CONTEST NEWS

For the keen contest operators out there, the 1993 John Moyle Field Day contest is on next weekend, starting 0100 UTC on Saturday 20th March, and finishing at 0759 UTC Sunday the 21st. Full details of the contest rules appear on pages 27 and 28 of the February issue of the WIA journal "Amateur Radio".

#### MAGAZINE ROUNDUP

It's time once again for our regular review of articles appearing in the local magazines, that may appeal to the technical Amateur.

"ELECTRONICS AUSTRALIA" constructs a PC-based 68705 development system; builds a charger for 8V and 12V "Gates" cells; continues their series on basic radio theory with a mention of PLL principles; and leaps into the past with a series on the design of valve audio amplifiers.

"SILICON CHIP" builds a simple solar charger for 12V batteries; sketches a circuit for a 20m Direct Conversion receiver; and builds a "sidereal" clock for astronomers for telling "star" time.

"AMATEUR RADIO" tells how to make simple circuit boards;

constructs an "Adcock" direction finder for 10m; builds a VHF/UHF diplexer for mobile use; shows how to operate TNCs from a remote location; and builds a 123 Hz tone generator.

"AMATEUR RADIO ACTION" gave technical articles a miss this month, but the next issue promises the results of their "Home Brew" contest, together with "a simple circuit idea."

Finally, "CB ACTION" discusses some of the causes of Radio Frequency Intereference, and what you can do about it.

-- Dave VK2KFU

#### WICEN NEWS

WICEN Sydney South are holding their regular meeting on Tuesday this week. Hunter WICEN are holding their AGM on Wednesday, at the first floor conference room of the Maitland Police HQ, in Caroline Place, Maitland; and it will start at 7:30pm sharp.

Following this is the Cessnock Rally Sprint on Saturday, to be held in the Neath area near Cessnock; the Rally Sprint on Sunday 21st March; the start of the Big NSW Bike Ride on 27th March (more news later); the VRA Conference over 27-28th March.

Peter O'Connell VK2EMU is looking for volunteers to provide communications for the Community Aid Abroad "Walk Against Want". If you'd like to assist, then they can contact Peter on (02) 580-4985. Or, join the Thursday evening WICEN VHF net at 9:30pm on the Chatswood repeater 147.150 MHz.

Membership fees for WICEN (NSW) are due on 1st April, and they must be paid by 30th September at the latest. An envelope containing ten Australian negotiable notes, addressed to WICEN at PO Box 123, St Leonards, NSW 2065 (preferably with your name and address attached) will make the WICEN (NSW) Treasurer very happy!

On the weekend of 3rd-4th April the "1993 Big NSW Bike Ride" will be passing through Sydney, and assistance is requested from Sydney WICEN personnel. Please contact your Coordinator in your local region; or failing that, David Ramsay VK2KLX or Dave Horsfall VK2KFU, if you can help.

WICEN Sydney North advises that its AGM will be held on Wednesday 21st April, at Kuringai SES, and this would be a good opportunity for their newer recruits to get involved in the action.

There will be an "Introduction to Disaster Management" course held over the weekend of 22nd-23rd May for Sydney North people and others, at Kenthurst, and it is quite a comprehensive introduction to emergency management. Interested WICEN members are invited to contact Barry VK2AAB for further details.

WICEN is always looking for new members to provide the community with communications assistance when required, and it is a useful way of putting back into Amateur radio that you are taking out. Please drop a line to WICEN (NSW) Inc, PO Box 123, St Leonards 2065; or come up on the regular nets; the Sydney 2m net on Thursday nights at 9.30pm on repeater 7150, and the State-wide HF net on Tuesday nights at 8.30pm on 3.615 MHz.

-- Dave VK2KFU, WICEN (NSW) Publicity Officer

#### IPS WEEKLY REPORT

5 March - 11 March 1993

Issue no.: 11

Date of issue: 12 March 1993

Date	05	06	07	08	09	10	11
10cm flux	165	167	152	146	143	149	150
A index	07	07	19	23	45	12	(20 est.)
T index	118	115	57	34	58	132	123

#### Summary of activity

Solar activity was very low on the 8th and 9th March, low on the 5th, 7th, and 10th; moderate on the 11th, and high on the 6th. There was an M3 and an M7 flare on the 6th, and an M1 flare on the 11th. An ungraded flare caused a fadeout late on 11th March.

The geomagnetic field at Learmonth (WA) was quiet to unsettled from the 5th through to the 7th, unsettled to active on the 8th, reaching storm levels on the 9th. The

field returned to quiet to unsettled on the 10th, but again reached storm levels from 0900-2100 UTC on the 11th, thereafter declining to active levels.

Ionospheric F2 critical frequencies at Sydney were enhanced by up to 15 per cent on the 5th and 6th March, depressed by up to 50 per cent on the 7th through 9th, again enhanced by up to 30 per cent until 1400 UTC on the 11th when frequencies became depressed by up to 50 per cent.

#### Forecast for the next week (12 - 18 March)

Solar: Low to moderate.  
Geomagnetic: Active to minor storm levels on the 12th, unsettled to active on the 13th to 14th, then quiet to unsettled.  
Ionospheric: Depressed 30-50 per cent on the 12th, then near normal.

-- Courtesy of IPS Radio and Space Services

IPS also provides a daily solar and geophysical report, which you can hear by dialling (02) 414-8330.

#### COMING EVENTS

Australian ATV Club meeting at Parramatta . . . . . TODAY  
Orange and District ARC auction . . . . . TODAY  
9M0S active on Spratly Islands . . . . . until WEDNESDAY  
WICEN Sydney South meeting . . . . . TUESDAY  
VK2 AGM nominations and agenda items close . . 2pm WEDNESDAY  
Radio Veterans meeting at Parramatta . . . . . THURSDAY  
WICEN Hunter Region AGM . . . . . FRIDAY  
Delayed STS-55 Shuttle mission begins . . . . . FRIDAY?  
Cessnock Rally Sprint (WICEN) . . . . . SATURDAY  
John Moyle Field Day Contest . . . . . SATURDAY-SUNDAY  
Fisher's Ghost ARC exams . . . . . SUNDAY  
Rally Sprint (WICEN) . . . . . SUNDAY  
STS-56 "Discovery" (SAREX) active . . . . . 23-31 March  
WIA (NSW) Divisional Council meeting . . . . . 26 March  
Start of 1993 Big NSW Bike Ride (WICEN) . . . . . 27 March  
NSW VRA Conference . . . . . 27-28 March  
Divisional Trash and Treasure Sale . . . . . 28 March  
Summerland ARC exam applications close . . . . . 28 March

Walk Against Want (WICEN) . . . . .	28 March
WICEN (NSW) end of financial year (reports due!) .	31 March
Special Event Station GB75RAF active . . . . .	1 April
Forster Triathlon (WICEN) . . . . .	4 April
End of 1993 Big NSW Bike Ride (WICEN) . . . . .	4 April
St George ARS Ragchew Night . . . . .	7 April
Fisher's Ghost ARC exam applications close . . . . .	7 April

## CLUB NEWS

The next regular RADIO VETERANS' meeting at Amateur Radio, Parramatta, is on this Thursday from 11am to 2pm. All are invited to come along: bring your lunch, meet old friends, and make new ones.

The 44th annual URUNGA RADIO CONVENTION will be held on weekend of the 10th and 11th April. The convention is traditionally held every Easter, and has been returned to the original hall where part of the first convention took place.

The tradition of fox hunting has been carried on each year since 1949, and the Urunga Convention continues to lead the way in this exciting aspect of Amateur Radio in Australia.

The historical "Urunga Scramble" has gained popularity in recent years, since Geoff VK2BYY win the event with just one contact. This trophy is won by the entrant making the most radio contacts on any Amateur band in half an hour on Easter Sunday morning.

Because of the historical nature of the convention, taking time for a chat, over a cup of tea or coffee, is of great importance to many who attend. Comforts that the original convention didn't have are the loungeroom, kitchen, and conveniences, all now attached to the hall. There are no stairs in the hall, so the less mobile among will have no trouble getting around.

The Urunga Radio Convention Committee invites you to this traditional Easter gathering of Radio Amateurs to join the activities and enjoy yourself. For more information, please contact Brian VK2ZCQ, Merv VK2DMS, or Ken VK2DGT.

-- Merv VK2DMS

#### BROADCAST ROSTER

Next Sunday morning: Kerry VK2BXT and Les VK2KCP  
Next Sunday evening: John VK2FRJ and Pat VK2JPA

The broadcast roster for April to June will be drawn up shortly; would broadcast team members please advise Steve VK2QZ of any unavailable dates.

The Divisional Councillor on duty at Amateur Radio House this Wednesday evening is Terry Ryeland VK2UX. The divisional office is open from 11am to 2pm, Monday to Friday, and 7 to 9pm Wednesday nights. The phone is answered from 12 noon to 1pm during the day, and you can leave a message on the answering machine outside these hours.

News highlights are also available on the divisional voice mailbox on (02) 552-5188, and you can leave a message afterwards if you wish.

Items for inclusion in this bulletin may be sent by mail to Post Office Box 1066, Parramatta 2124; by fax on (02) 633-1525, or by packet radio to "VK2WI at VK2RWI", to reach us by 7pm on the Friday prior to the broadcast.

VK2WI Weekly News, 14th March 1993. Copyright 1993 WIA (NSW) and contributors. Extracts from this bulletin may be used elsewhere provided the source is acknowledged.

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Richard P. Murnane	"Making it up? Making it up? Why should
Internet: richardm@runx.oz.au	I want to make anything up? Life's bad
UUCP: uunet!runx.oz.au!richardm	enough without inventing more of it."
Packet: VK2SKY @ VK2RWI.NSW.AUS.OC	- Marvin the Paranoid Android

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Date: 13 Mar 93 16:51:38 GMT  
From: yale.edu!ira.uka.de!scsing.switch.ch!news.univie.ac.@!hp4at!mcsun!  
news.funet.fi!uta!ktheto@yale.arpa

Subject: Wanted: Do it yourself 28 MHz TRX instructions  
To: info-hams@ucsd.edu

I would like to build a simple SSB (& CW) transceiver (or separate RX and TX) for the 10m band. I've been going through books and magazines to find instructions for building one but I haven't found any. So if someone has any information on subject please let me know.

Heikki Topinoja  
University of Tampere, Finland

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Date: Sun, 14 Mar 1993 15:37:41 GMT  
From: sdd.hp.com!zaphod.mps.ohio-state.edu!howland.reston.ans.net!gatech!kd4nc!  
ke4zv!gary@network.UCSD.EDU  
To: info-hams@ucsd.edu

References <cole.109.731876607@soldev.tti.com>, <2xktrgr@dixie.com>,  
<1993Mar13.191616.13917@kd4nc.uucp>R  
Reply-To : gary@ke4zv.UUCP (Gary Coffman)  
Subject : Re: Ham Radio Outlet incident

In article <1993Mar13.191616.13917@kd4nc.uucp> n4tii@kd4nc.uucp (John Reed) writes:

[John's inflamatory diatribe deleted, though I sometimes agree.]  
>

>John, I live up in Gainesville, GA and I visit HRO quite regularly... And,  
>to be honest, their service to customers has never been what I would call  
>exemplary....although I still go, only to patronize the local dealer and  
>avoid mail order, but they really are RUDE....I was suprised to see that  
>the other HRO's have the same "asshole" employees as the Atlanta store.  
>Granted, maybe Fred and Mark are good friendly fellows, but remember  
>Larry Galecki? He was that short fat balding fellow who was RUDE AS  
>HELL to customers in the store....deal with HRO at a hamfest, they don't  
>go out of your way to look at a new rig....

HRO Atlanta is not a fun place to do business. However, most of the blame doesn't belong on the shoulders of store management or the hapless employees. (Though I will agree that Larry was a pain.) The problems stem from corporate policy. First, the telephone always has priority. Even if the salesman is closing a \$5,000 deal, he is \*required\* by corporate policy to abandon the customer to answer the phone. That sucks! Second, at the slave wages paid by HRO it's no wonder only rude losers, or retirees, can be found to man the counter. I far as I know, the "volunteers" aren't really volunteers. Instead they are straight commission part timers, mostly retirees. I know two such personally. \*They\* don't have to answer the phones, but they aren't allowed to

close the sale either. At least they can chat with you and distract your fury when the closer drops you to answer the phone.

IMHO the best thing HRO could do for it's customers is to hire some people trained in telephone sales to exclusively handle phone inquiries and orders so that their retail salesmen can concentrate on retail sales. Dealing with AES' telephone sales people is nearly always a pleasure, dealing with HRO, in person, or on the phone, is a pain.

Gary

--

Gary Coffman KE4ZV		You make it,		gatech!wa4mei!ke4zv!gary
Destructive Testing Systems		we break it.		uunet!rsiatl!ke4zv!gary
534 Shannon Way		Guaranteed!		emory!kd4nc!ke4zv!gary
Lawrenceville, GA 30244				

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Date: Sun, 14 Mar 1993 17:04:05 GMT

From: usc!wupost!darwin.sura.net!uvaarpa!murdoch!hopper!jeg7e@network.UCSD.EDU

To: info-hams@ucsd.edu

References <cole.109.731876607@soldev.tti.com>,

<1993Mar11.220152.26697@cbnewsm.cb.att.com>, <PST.93Mar13161859@cider.cisco.com>

Subject : Re: Ham Radio Outlet/Sunnyvale does not have volunteers...they are paid

In article <PST.93Mar13161859@cider.cisco.com> pst@cisco.com (Paul Traina) writes:

>

>I was down at HRO today, and I asked them point blank about this.

>Gee, verifying facts in USENET? What a concept.

>

>OK, you pinheads, here's the scoop from HRO:

>

>HRO does hire part-time staff for heavy days (i.e. Saturday). They

>are paid, albiet a very low wage (I would assume they are making

>minimum). They say they do it because they get exposure to new radios

>(play in the toy store), to meet the people they hear on the air, and

>they get the standard fringe benefits that a full-time HRO employee

>gets.

I've purchased at least \$5K in equipment from HRO in the last 5 years.

Not a hell of a lot, but non trivial nonetheless. I'll carefully consider this fiasco on my next visit. This situation DEFINATELY makes me unhappy with HRO. I have to consider the health of the retail Amateur Radio market, and if this is what they do to stay in business I'd say it's not doing too well. I'm certain they do NOT get the 'standard fringe benefits' that 'full time' employees get. Health care? Etc? I surely doubt it...



I expect professional behaviour from the business's I hand over G notes  
to. This aint McDondallds...

That's my nickel's worth...

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These opinions may not be unique, and they may not express the views of U.Va.

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| Jon Gefaell, Computer Systems Engineer \ /\_\_\_ | SILENCE = DEATH

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End of Info-Hams Digest V93 #319

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